

GENERAL DESCRIPTION OF CLASS

The OFFICE MANAGER 2 supervises the clerical, administrative, and business support activities of an office or unit, directly supervising a staff performing secretarial, general office, records processing, and routine clerical support tasks and ensuring the timely, accurate, and efficient flow of work between academic, professional, or technical staff and the clerical support staff. All positions in this class are excluded from collective bargaining.

DISTINGUISHING FEATURES

This is the second level of a three-level series. The absence of responsibility for performing general office, secretarial, and/or records processing tasks in addition to supervisory, administrative, and business support activities distinguishes this class from the lower level. The absence of responsibility for directing the work of a clerical support staff through subordinate supervisors distinguishes the class from the higher level.

DUTIES AND RESPONSIBILITIES

The duties listed below are not inclusive but characteristic of the type and level of work associated with this class. Individual positions may perform all or some combination of the duties listed below as well as other related duties.

1. Supervision

Supervise and coordinate the work of staff, assigning, distributing and changing work flow as required to meet deadlines. Establish work and vacation schedules and authorize overtime. Develop and implement new or revise work procedures to improve work flow.

Review completed work and evaluate staff performance, initiate disciplinary actions, and resolve problems related to the work performed by the clerical staff. Interview and hire, or effectively recommend hiring, clerical staff. Orient new employees and arrange for or provide staff training.

2. Administrative and Business Services

Explain State and Federal laws, Administrative Rules, policies and procedures for office staff and answer questions regarding attendance, benefits, overtime, and other personnel or payroll related items. Oversee accurate maintenance of personnel and payroll related records for the office. Coordinate or assist with recruitment for agency positions. Develop and revise office procedures.

Authorize payment of monthly bills, travel advances, and reimbursement for expenses. Arrange for office building and equipment repairs and services or installation of new equipment. Identify space and equipment needs and make recommendations for improvement. Supervise the annual physical equipment and supply inventories.

Prepare narrative and statistical reports as required. Perform budget related activities such as projecting personal services, service and supply, and program budgets for the biennium, tracking expenditures and compiling monthly expenditure reports.

RELATIONSHIPS WITH OTHERS

Employees in this class have regular in person, telephone and written contact with all levels of agency staff, other agencies and the public to request specific information, respond to inquiries, resolve complaints and explain State and Federal laws, Administrative Rules, agency policies and procedures, personnel policies and procedures, and collective bargaining agreements, and in ordering supplies from vendors or arranging for building, telephone, and equipment services and repairs. There is regular contact with other agency staff to discuss issues and resolve problems related to budget, personnel administration, and other related administrative functions.

SUPERVISION RECEIVED

Employees in this class work under general supervision of an administrative superior who assigns and reviews the work through informal conferences, review of monthly activity reports, or discussion of problems as they occur. Work is reviewed upon completion for accuracy, timeliness and conformance to State and Federal laws, Administrative Rules, agency policies and procedures, personnel policies and procedures, and collective bargaining agreements.

SUPERVISION EXERCISED

Employees in this class supervise employees performing secretarial, general office, records processing and/or routine clerical support tasks by reviewing completed work for accuracy, timeliness, and conformance to State laws, Administrative Rules, and agency policies and procedures. Work performance is also reviewed by observing employees handling in person and telephone contacts with the public, agency staff, business, and professional people and by documenting complaints received about the quality of the employees' work, and conferring regularly with individual employees.

GENERAL INFORMATION

Positions are found in central and remote locations throughout State government (e.g., general government agencies, human or natural resource agencies, correctional, mental health, or higher education institutions, hospitals, etc.). They require the willingness to work within the environment associated with the position's location.

KNOWLEDGE AND SKILLS (KS)

General knowledge of the principles and practices of work organization and simplification.

Basic knowledge of the principles and practices of supervision as they relate to the selection, motivation and disciplining of employees.

Basic knowledge of budgeting sufficient to monitor and authorize expenditures and make projections for future budgeting.

Basic knowledge of physical equipment and supply inventory methods.

Skill in performing technical, secretarial or administrative support functions requiring independent judgment, decision making and problem resolution.

Skill in making independent judgments and decisions concerning a course of action to be taken.

Skill in communicating orally and in writing with a variety of people, answering questions, and explaining information or decisions.

Skill in supervision (e.g., hire, train, plan, organize, assign and review work, motivate, prepare performance evaluations, and handle disciplinary actions).

Skill in applying and explaining laws, rules, policies, and procedures.

Skill in developing and/or revising procedural instructions.

Skill in gathering and organizing information and/or data and preparing reports.

Skill in analyzing and solving procedural problems.

Skill in identifying maintenance, repair, space, and equipment needs of an office or building.

Some positions in this class may require the following:

Skill in operating a computer terminal or microcomputer to enter, update, correct, and retrieve information.

NOTE: The KNOWLEDGE and SKILLS are required for initial consideration. Some duties performed by positions in this class may require different KS's. No attempt is made to describe every KS required for **all** positions in this class. Additional KS requirements will be explained on the recruiting announcement.

Adopted 1/90

Revised